

Addysg

Education

**Service Level Agreement
Building Cleaning and Caretaking
Service**

Primary and Special Schools

April 2015 – March 2018

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1.0 INTRODUCTION

1.1 The Agreement

This is a Service Level Agreement (SLA) between School Catering and Cleaning Service and Primary and Special Schools to provide a comprehensive School Cleaning and Caretaking Service.

1.2 The Service

Building Cleaning and Caretaking

The main objective is to deliver a high quality, value for money service, which is responsive to our customers' need. Being part of Gwynedd Council, we acknowledge our duty to the local community in providing it with a quality service that gives good value to the people of Gwynedd.

To provide a high standard of service by means of management control and guidance, cost effective procedures and processes and by providing good quality, relevant training to all employees.

To deliver all services bilingually and to treat our customers with courtesy and respect.

With the employment of local staff, and by applying consistent quality standards, we aim to provide a safe environment for all pupils, staff and visitors to the school

1.3 Methods of Provision

The service will form a partnership with the Schools in order to provide a clean, safe and hygienic environment for all pupils, staff and visitors in line with their individual requirements.

We have a Quality Policy and defined cleaning procedures incorporated in a Cleaning Manual that is issued to each site.

To achieve full compliance with the required quality standards and to seek continual improvement in the School Catering and Cleaning Service, the School Catering and Cleaning Management Teams will monitor the standards regularly and will report back to school staff and Head Teachers.

The Service will employ sufficient persons to ensure that the service is provided at all times in all respects to the required specification.

All staff have been trained and are qualified to the BICS standards (British Institute of Cleaning Science) and the Safeguarding Level 1 training.

All products and equipment have been tested and fall in line with the Environment safety guidelines. Induction training includes Safe Use of Machinery.

One strong feature of our procedures is our colour coded cleaning system which has been in place for a number of years, and has been designed to eliminate cross-contamination. Hygiene is a top priority - in the training of our employees, our cleaning methods and in the choice of cleaning chemicals.

The service will respond immediately to any non compliance or complaints received.

The School Catering and Cleaning Service will comply with the Health and Safety at Work Act 1974, together with all regulations, approved codes of practice and other supplementary legislation, report any injuries, diseases or dangerous occurrences under the RIDDOR regulations 2013

1.4 Confidentiality

The School Catering and Cleaning Service will ensure that all staff abide with the confidentiality of any data, that information is stored securely and that there are no doubts concerning the confidentiality of the information.

The School Catering and Cleaning Service will conform in full with data protection legislation.

1.5 Solving Disputes

Any complaint or comments about the Service should be referred immediately to the Cleaner in Charge and the School Catering and Cleaning Manager. The School Catering and Cleaning Manager, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. In the event of agreement not being reached, the dispute should be referred to the Senior Ancillary Services Officer.

1.6 The Duration of the Agreement

A three-year agreement is offered from 1 April 2015 until 31 March 2018.

1.7 Terminating the Agreement

Three months written notice will be provided by either party before terminating the agreement.

2.0 Core Packages

The SLA is a means of ensuring that the school has a clear procedure that complies with the *Council's Financial Regulations* and offers protection from failing to fulfil statutory requirements.

2.1 Building Cleaning

Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.1.1. Cleaning of the Site	To the agreed frequency as detailed in the frequency chart	Daily.	To ensure that the site is left clean and hygienic at the end of the working day To follow cleaning methods as described in the Cleaning Manual	To allow access after the children have left To provide hot water and electricity To provide safe and adequate storage facilities
2.1.2 Updating Site Details	To ensure that the records are updated to reflect changes to site	Occasionally only.	Site measurements Site Plans Changes to work patterns Record changes of room use	Inform the service of any changes to the buildings, room use or room closures.

2.2 Security and Key Holder Duties

Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.2.1 Opening the school	Ensure that the site is safe for staff and pupils	Daily agreement with the Head Teacher	To take responsibility for the keys to the school To disable the alarm system To unlock all gates giving access to the school To switch on lights and check heating To check that there is no vandalism or signs of misuse on the school property To ensure that the school is opened ready for the arrival of users	Provide keys Provide any information on alarm systems Provide contact details in case of emergency
2.2.2 Securing the School at the end of the day	Ensure that the site is securely closed at the end of the working day	Daily	To enable the alarm system To lock all gates giving access to the school To switch off lights and check heating is off To close and secure the site at the end of the day	Provide keys Provide any information on alarm systems Provide contact details in case of emergency

2.2 Security and Key Holder Duties - continued

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.2.3	Fire or Burglar Alarm Call Out Duties	Respond to emergencies	As required	<p>To respond to an alarm call out</p> <p>To inform the Head Teacher of any incident</p> <p>To co-operate with the Emergency Services</p>	<p>To respond to the request of the Cleaner-in-Charge</p> <p>Provide information on fire / intruder alarms</p>

2.3 Waste Disposal

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning service	Responsibilities of the School
2.3.1	Provide Wheelie Bins	Provision of adequate disposal of general waste	Weekly	To provide general waste wheelie bins in accordance with the requirements of the schools	Provide waste paper bins in the classrooms
2.3.2	Emptying of Waste Paper Bins	Emptying of bins	Daily	Collect rubbish into black bin bags	Provide waste paper bins
2.3.3	Re-cycling			Empty re-cycling blue boxes into the re-cycling bin provided	

2.4 Training of Staff

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.4.1	Ensure that all staff are trained to the BICS (British Institute of cleaning Science)	Ensure that the training is fulfilled	All staff to receive the required training within 5 days of commencement	<p>To ensure that all staff are fully in compliance with all the training requirements.</p> <p>Training to include colour coded systems, safe use of machinery, COSHH and Risk Assessments, Health and Safety Policy.</p> <p>Full induction package for all.</p>	To allow appropriate on site training to take place
2.4.2	Ensure all staff receive Level 1 Safeguarding training	Ensure that the Level 1 training is fulfilled	Every 3 years	To ensure that all staff are fully in compliance with the training requirements	To allow appropriate on site training to take place

2.5 Cleaning Procedures and Hygiene

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.5.1	Clean and Hygienic Environment for all Pupils, staff and visitors to the Schools	<p>Ensure that the school is clean and hygienic for all users</p> <p>Follow site cleaning specification for the daily cleaning.</p>	Daily	<p>To take responsibility of all the cleaning of the school.</p> <p>Ensure adequate trained staff to be on site.</p> <p>To issue clear instructions to site staff on correct requirements</p> <p>To ensure that the school is cleaned to the daily specification and in accordance with the cleaning methods as defined in the Building Cleaning Manual</p> <p>Colour coded systems in place to eliminate cross contamination especially in the toilet facilities.</p> <p>Provide a Building cleaning Site File.</p> <p>Provide health and safety Policy</p> <p>To select the appropriate equipment and machinery according to the site requirements</p> <p>To co-operate with school staff for any minor changes e.g. parents evenings, school plays, exams</p> <p>Order and dispense hand washing liquid soap, toilet paper and paper towels as required</p> <p>Monitoring of toilet areas with any concerns that could affect the health of the children raised at once</p>	<p>To provide hot water and electricity. Advice of any additional requirements.</p> <p>To give site staff information on any changes to routine e.g. parents evening</p>

2.6 School Holiday Cleaning

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.6.1	Out of term holiday cleaning	Specified annual tasks to be undertaken during school holiday	Summer, Winter and Easter school holiday	To ensure that the site will be cleaned in accordance with the tasks identified as being undertaken annually and three times per annum within the site specification and Cleaning Manual.	To liaise with the School Catering and Cleaning Manager of any impending building work during the school holidays

2.7 Health and Safety					
	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.7.1	Health and Safety Policy/Guidelines	Written policy and/or guidelines that include a Safety Statement and responsibilities Issued, with training, to site	Amended as necessary	To be conversant with current H&S legislation To conform with such legislation To comply with all Gwynedd Health and Safety Policies	To conform with all Health and Safety Legislation To comply with all Gwynedd Health and Safety Policies
2.7.2	Risk Assessments	Generic, Individual and Site Specific risk assessments Issued, with training, to site	Generic assessments reviewed annually. Individual or Site Specific as required	To undertake, conform with and review all risk assessments concerning the service provided. To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors	To liaise with the Area Manager on all Health and Safety issues
2.7.3	COSHH Assessments	Generic, Individual and Site Specific COSHH assessments Issued, with training, to site	Generic assessments reviewed annually. Site Specific as required	To undertake, conform with and review all COSHH assessments concerning the service provided. To inform the Head Teacher of any Health and Safety issues that could affect staff, pupils or visitors	To liaise with the Area Manager on all Health and Safety issues
2.7.4	Health and Safety Training	To ensure that staff have all relevant training in order to carry out their tasks in a safe manner	Induction training On site training from School Catering and Cleaning Managers Corporate Training as required	To ensure that all members of staff have relevant training To record all training	To allow appropriate on site training to take place
2.7.5	Testing Fire Equipment	To ensure that all staff receive instructions on testing Fire Equipment	Weekly	To ensure that all members of staff have relevant training for testing fire equipment	Provide any information on alarm systems
2.7.6	Emergency Evacuation	To ensure that all staff receive instructions on Emergency Evacuation	Evacuation procedure reviewed annually. Practise – as required	To ensure that all members of staff have relevant information. All staff to take part in any evacuation drills	Include staff in any evacuation drills

2.8 Contract Monitoring					
	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.8.1	Visit sites to maintain standards	Compliance with contract specification	Annual review with Headteacher	Inspect and record. Provide feedback on any	Agree to meetings

Regular Area Management Teams

issues

Provide evidence that appropriate Management Systems are in place and are being followed.

2.9 Support for Head Teachers and Governors

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.9.1	Professional advice on flooring, cleaning etc	Respond to customer's needs	As required	<p>Ensure site is clean and safe</p> <p>Respond to intruder alarms</p> <p>Report damage, vandalism or graffiti.</p> <p>Seek improvements to the service on a continual basis</p>	<p>Agree to meetings</p> <p>Raise any concerns</p>
2.9.2	Additional work	As agreed	As required	<p>Extra work can be undertaken by site / central staff:</p> <ul style="list-style-type: none"> • Testing taps, showers and water sprinklers • Following building work • Essential work in relation to Biomass boilers • Emergencies e.g. floods • Evening opening of site. 	Make request

2.10 Employment issues

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.10.1	Employment issues	Gwynedd Council Policies	As required	<p>Safe Recruitment(including DBS)</p> <p>Payment of Wages</p> <p>Terminations</p> <p>Absence control</p> <p>Disciplinary</p> <p>Grievance</p> <p>Health and welfare</p> <p>Substance misuse</p> <p>Return to work</p>	Welcome to attend any interview.
2.10.2	DBS checks	Enhanced checks for all employees	Before commencing work	To inform the Headteacher of any convictions, or suitability of the post	To keep the service informed of any incident that gives cause for concern

2.11 Financial Services

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.11.1	Control of budgets	As required by Gwynedd auditors	Annual	<p>Raising invoices</p> <p>Discuss any adjustments with schools</p>	Contact Senior Ancillary Services Officer

2.12 Bi-lingual Service

	Service	Standards	Timetable	Responsibilities of the School Catering and Cleaning Service	Responsibilities of the School
2.12.1	Fully bi-lingual in accordance with Gwynedd Policy	As required by Gwynedd Policy	Daily	To provide correct documentation in Welsh or bi-lingual as required	

3.0 Cost of Contract

- 3.0.1 The contract price will be equivalent to the schools budget allocation.